

24 MAY 2002



Chaplain

CRISIS SUPPORT PROGRAM

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

NOTICE: This publication is available digitally on the AFDPO WWW site at:
<http://www.e-publishing.af.mil>

OPR: 50 SW/HC (Ch, Capt, Rives Duncan)

Certified by: 50 SW/HC
(Ch, Lt Col, James W. Daniels)

Supersedes 50 SWI 52-101, 1 April 99

Pages: 16
Distribution: F

An electronic version of this publication will be maintained at the following address:
<http://inside/baseim/50sw/instructions/52-101.pdf>

This instruction implements AFD 52-1, *Chaplain Services*, by implementing the 50th Space Wing (50 SW) Chaplain Services (HC) - Crisis Support Program. All Commanders and First Sergeants at Schriever AFB have access to Crisis Support Teams (CSTs) 7 days a week, 24 hours a day. CSTs are called to respond to an incident by Chaplains and remain under their close management. The use of name or mark of any specific manufacturer, commercial product, commodity or service in this publication does not imply endorsement by the Air Force. This instruction applies to all 50 SW units and tenant units at Schriever AFB. GSU commanders are not required to follow this instruction, but may adapt it as desired to meet their specific needs.

SUMMARY OF REVISIONS

This revision reorganizes material from the previous version of the instruction and updates the training program and training requirements. The changes also include adding all of the four administrative teams.

1. General. This instruction establishes the Crisis Support Program functions. Submit any suggested changes to this document in writing to HC. HC must approve proposed changes before implementing.

2. References. The following references are guidance for establishing and operating the CSTs:

- 2.1. CST Training Materials.
- 2.2. CST Response Kit Reference Materials.
- 2.3. CST Confidentiality Policy. (**Attachment 7**).
- 2.4. CST Team Leader Commitment Sheet. (**Attachment 8**).

3. CST Mission Statement. CSTs serve as an added resource for Commanders and First Sergeants by providing support and encouragement to victims and their families in times of crisis. Typical crises to which a CST may respond include: accidental deaths, suicides, homicides, domestic disturbances, sexual assaults, incest, child abuse, and any catastrophic accident or disaster.

3.1. Support versus Intervention: The CST's job is not to intervene (i.e., change how those in crisis are handling it), but to simply support (i.e., help those in crisis handle the crisis in whatever ways they choose to handle it). It will be up to the chaplains and other professionals to provide the crisis intervention. However, there may be times where some form of intervention is necessary until further help arrives. In these situations, CST members are expected to intervene as best they can (**Attachment 1: Good Samaritan Rule**).

3.2. Length of Response: The CST's role is to provide initial support in a crisis until normal support mechanisms are brought into play, e.g., friends, family, coworkers, community support center, church and/or victim's assistance programs. There may be instances where the CST support may last longer, but the goal of the CST is to respond to a crisis and be removed from the situation within 48 hours. CST members will not respond to call backs unless reactivated.

4. Crisis Support Program Administration: The Crisis Support Program is administered under the auspices of the HC. There are four committees that conduct the program: Marketing, Scheduling, Training, and Equipment.

4.1. Marketing. The Marketing Committee is responsible for the following:

4.1.1. Interviewing/meeting with new prospective members.

4.1.2. Conducting initial team orientation with new members. Providing volunteers with a team application.

4.1.3. Contacting Team Director who conducts initial interview or schedules the Chaplain to conduct the interview (**Attachment 5**).

4.1.4. Publicizing the CST among base leadership and personnel.

4.2. Scheduling. The CST Scheduling Committee is responsible for the following:

4.2.1. Prepare the CST on-call schedule three months in advance for their duty week.

4.2.2. Scheduling CST rotations and trade-offs: CSTs will be on duty one week at a time, Tuesday to Tuesday. If a CST member has a schedule conflict with their week on duty, it is the member's responsibility to find a replacement and coordinate with the Scheduling Committee.

4.2.3. Maintaining the CST Schedule (**Attachment 3**). The committee distributes schedules and posts to CST Local Area Network Folder.

4.2.4. Contacting Team Leaders when assigning new volunteers to individual teams.

New team members will be assigned after HC or Director interview.

4.3. Training. The CST Training Committee (CSTTC), under the supervision of HC, is responsible for the following:

4.3.1. Initial Training. The CSTTC will prepare initial training as needed. Initial training consists of directed reading and formal training.

4.3.1.1. Directed reading is the responsibility of the assigned Team Leader. The Team Leader will ensure the directed reading is completed during the 60 days a person is on the CST. Suggested reading includes, but is not limited to or required to be, the following:

4.3.1.1.1. Boundaries, by Cloud & Townsend

4.3.1.1.2. Living Through Personal Crisis, by Stearns

4.3.1.2. Initial formal training must be completed within the first 60 days and before a person is placed on-call. It consists of, but is not limited to, the following:

4.3.1.2.1. CST Policy and Procedures

4.3.1.2.2. Roles and Responsibilities

4.3.1.2.3. Team Interaction

4.3.1.2.4. Continuing Education Requirements

4.3.1.2.5. Call-Out Procedures

4.3.1.2.6. Debriefing Requirements

4.3.2. Recurring Training. The CSTTC will coordinate all topics and guest speakers with HC for each training session. As an example, training sessions may cover the topics on the Monthly Training Plan (attachment 2). The CSTTC will conduct training each month, including two all-day training sessions each year, for a total of 36 hours of training each year. This may be completed through training at SAFB or from an approved outside source. As a minimum, 20 hours must be garnered through training sessions at SAFB. Outside training sources include educational programs, seminars, and self-study that are approved and coordinated with the CSTTC. Additionally, members are required to attend at least one of the semi-annual training sessions (January or July time frame) each year.

4.3.3. Providing the administration for training. The CSTTC will keep attendance records for the training at SAFB and review them semi-annually. Each member must acquire at least 15 recurring training hours each six-month period. CST members are required to receive 30 hours of training each year. Each team member must meet the following minimum training requirements: (**Note:** the term team member, unless otherwise denoted, includes all members of the CST). The CSTTC will send out messages to all CST members with time, date, and location of training

4.3.3.1. Team Members Training Requirements:

4.3.3.1.1. Team members who have not completed 15 hours of training in a six-month period will be restricted from being called out until the training is received.

4.3.3.1.2. Team members not meeting the training requirements for a second six-month period will be dropped from the CST roster.

4.3.3.1.3. Team members who do not attend at least one semi-annual training session per year will be dropped from the roster unless there are mitigating circumstances and the training is received.

4.3.3.2. Team Leaders Training Responsibilities and Requirements:

4.3.3.2.1. Team leaders will need to complete team leader training prior to assuming leadership of their team. Individuals who do not complete the required team member training

during a six-month period will be removed from team leader responsibilities until the training is received.

4.3.3.2.2. Team leaders will ensure new member initial training is completed within the first 60 days, to include required reading and all actions on [Attachment 9](#).

4.3.3.2.3. Team leaders will coordinate Tuesday CST on-call turnover between teams; ensure team members receive turnover briefing and equipment, as necessary; and ensure a turnover completion message is sent via E-mail to Team Director, all Chaplains, and HC.

4.4. Equipment. The CST Equipment Committee is responsible for maintaining the CST response kit. The response kit contains materials to assist the CST and victims.

5. CST Membership:

5.1. Membership may include any active duty, DoD civilian, or contractor personnel at Schriever AFB, regardless of assigned unit. All CST members must have approval of their supervisor to participate on the CST.

5.2. CST Membership Application Procedure: A volunteer will receive an orientation to the CST by the Marketing Committee. The prospective team member will fill out an application ([Attachment 4](#)), which is reviewed by the team Director. Next, the volunteer will have an interview with a Chaplain or Team Director ([Attachment 5](#)). After interview completion the Director will notify the Scheduling Committee and the Training Committee. The Scheduling Committee will assign the member to a team and notify the team leader. The Team Leader will ensure completion of required reading and the Training Committee will ensure initial formal training is completed. See attachment 10 for complete Volunteer Recruitment flow chart.

5.3. Director/Deputy Director: The HC appoints a director and deputy director for the CST. The director/deputy directors ensure the CST functions within the required parameters as set by the HC. It is their responsibility to ensure committee heads/team leaders are assigned and perform assigned tasks appropriately. They are responsible to keep in direct contact with HC and to be available for call-outs as needed.

5.4. Team Leaders. The CST Director/Deputy Director will ensure that team leaders are appointed for each team. Each team leader is required to attend training and sign a team leader commitment pledge. Each team leader has the responsibility to maintain cohesion of their respective team. See the commitment pledge ([Attachment 8](#)) for a more complete outline of team leader duties.

5.5. Team Composition: The CST director/deputy director will appoint one trained member of each CST as the team leader. The team composition is at least two individuals, with at least one individual of each sex (membership permitting). CST composition may fluctuate based on the incident and availability of personnel.

6. CST Activation:

6.1. The Commander and/or First Sergeant in conjunction with the Duty Chaplain (DC) decides on CST response.

6.2. DC notifies the CST directly or through the Wing Operations Center (WOC). This notification will occur by beeper, home phone, work phone, or cell phone.

6.3. CST responds to the crisis by meeting at a pre-selected site and then proceeding to the location directed and coordinating their response with the DC.

6.3.1. CSTs will support victims and their families only after the scene is secured, and they have been briefed by DC.

6.3.2. After the CST has returned from the crisis response, the members of the team remain activated until an after action report (**Attachment 6**) is completed by each member (within 36 hours) and an individual debrief with the chaplain has been performed (generally within 48-72 hours).

6.4. Specific situational guidelines:

6.4.1. No CST members will drive a suicide watch individual alone in a Personally Owned Vehicle (POV). No suicide watches will be conducted in a person's living quarters. They may be conducted in the hospital or other monitored location. The person conducting the suicide watch must be the same sex as the person under watch and of an equal or higher grade.

6.4.2. CSTs need to coordinate with DC for specific guidance when providing support to intoxicated victims.

6.4.3. CST members must realize all information is sensitive and is not to be shared with others. While the Crisis Support Program is a 50 SW Commander's program under direction of HC, chaplain confidentiality rules do not apply to CST members (**Attachment 7**). CSTs are legally obligated to share any information with authorities pertaining to life threatening or criminal activity.

LARRY D. JAMES, Colonel, USAF
Commander

Attachment 1**GOOD SAMARITAN RULE****Figure A1.1. Good Samaritan Rule.****13-21-108. Persons rendering emergency assistance exempt from civil liability.**

(1) Any person licensed as a physician and surgeon under the laws of the state of Colorado, or any other person, who in good faith renders emergency care or emergency assistance to a person not presently his patient without compensation at the place of an emergency or accident, including a health care institution as defined in section 13-63-202 (3), shall not be liable for any civil damages for acts or omissions in good faith as a result of the rendering of such emergency care or emergency assistance during the emergency, unless the acts or omissions were grossly negligent or willful and wanton. This section shall not apply to any person who renders such emergency care or emergency assistance to a patient he is otherwise obligated to cover.

(2) Any person while acting as a volunteer of a rescue unit, as defined in section 25-3.5-103 (11), C.R.S., notwithstanding the fact that such organization may recover actual costs incurred in the rendering of emergency care or assistance without compensation at the place of an emergency or accident shall not be liable for any civil damages for acts or omissions in good faith.

(3) Any person, including a licensed physician, surgeon, or other medical personnel, while acting as a volunteer member of a ski patrol or ski area rescue unit notwithstanding the fact that such person may receive free skiing privileges or other benefits as a result of his volunteer status, who in good faith renders emergency care or assistance without other compensation the place of the emergency or accident shall not be liable for any civil damages for acts or omissions in good faith.

13-21-108.5, Persons rendering assistance related to discharges of hazardous materials – legislative declaration – exemption from civil liability.

(1) The general assembly hereby finds and declares that knowledgeable individuals and organizations should be encouraged to lend expert assistance in the event of accidental or threatened discharges of hazardous materials. The purpose of this section is to encourage such individuals and organizations to lend assistance by providing them with limited immunity from civil liability.

(2) As used in this section.

(a) “Discharge” includes any spill, leakage, seepage, or other release.

(b) “Hazardous material” includes any material or substance, which is designated or defined as hazardous by state or federal law or regulation.

(c) “Persons” means individual, government or governmental subdivision or agency, corporation, partnership, or association or any other legal entity.

(3) (a) Notwithstanding any provision of law to the contrary, any person who provides assistance or advice in mitigating or attempting to mitigate the effects of an actual or threatened discharge of hazardous material, or in preventing, cleaning up, or disposing of or in attempting to prevent, clean up, or dispose of any such discharge, shall not be subject to any civil liability for such assistance, except as provided in subsection (4) of this section.

(b) Notwithstanding any provision of law to the contrary, any person who provides assistance upon request of any police agency, fire department, rescue or emergency squad, or governmental agency in the event of an accident or other emergency involving the use, handling, transportation, transmission, or storage of hazardous material, when the reasonably apparent circumstances require prompt decisions and actions, shall not be liable for any civil damages, resulting from any act of commission or omission on his part in the course of his rendering such assistance, except as provided in subsection (4) of this section.

(4) The exemption from civil liability provided for in this section shall not apply to:

(a) Any person whose act or omission caused in whole or in part such discharge and who would otherwise be liable therefor;

(b) Any person other than the employee of a governmental subdivision or agency who receives compensation other than reimbursement for out-of-pocket expenses for his assistance or advice;

(c) Any person's gross negligence or reckless, wanton, or intentional misconduct.

(5) Nothing in this section shall be construed to abrogate or limit the sovereign immunity granted to public entities pursuant to article 10 of title 24, C.R.S., the "Colorado Governmental Immunity Act".

Attachment 2

SAMPLE MONTHLY TRAINING PLAN

Table A2.1. Sample Monthly Training Plan.

MONTH	TOPIC
<u>January</u>	<u>*Suicide Prevention</u>
February	CST Roles and Responsibilities
March	Family Systems
April	Role Play Scenarios
May	Domestic Violence
June	Stress and Shock Reactions
<u>July</u>	<u>*Crisis Support</u>
August	Care for the Caregiver
September	Grief and Loss
October	Team Leadership and Development
November	Children's Issues
December	Chaplain's Choice
<u>January</u>	<u>*Suicide Prevention</u>
February	CST Roles and Responsibilities
March	Cross Cultural Care
April	Role Play Scenarios
May	Sexual Assault and Rape
Jun	Spiritual Concerns for Caregivers
<u>July</u>	<u>*Crisis Support</u>
August	Boundaries and the Caregiver
September	Mortuary Affairs
October	Team Leadership and Development
November	Listening Skills Workshop
December	Chaplains' Choice
* Semi-Annual Training	

Attachment 3

SAMPLE SCHRIEVER AFB CRISIS SUPPORT TEAM SCHEDULE

Table A3.1. Sample Schriever AFB Crisis Support Team Schedule.

Team	On-Call Dates	Name Grade Org	Work	Home	Pager/Cell	Committee	Trained Shift
01	05 Dec – 12 Dec	** Jane Doe MSgt 50 MSS	7-7329	555-5555	440-5555	Training	Yes No
** Denotes Team Leader							

Attachment 4

SAMPLE CRISIS SUPPORT TEAM APPLICATION

Figure A4.1. Sample Crisis Support Team Application.

Name		Rank	DOB
Education			Current Assignment
Drivers License #		State	Unit
Are you presently employed? YES NO		Hours per week	Length on Station
Home Address		Home #	
City	Zip	Work Phone	
Have you ever served on a Crisis Support team? YES NO		Where?	
Special Skills, training, interests or hobbies:			
Previous or present volunteer jobs:			
Community affiliations: (i.e., Clubs, organizations, church)			
State your reason for wanting to volunteer as a Crisis Support Team Member			
Would you agree to a 1-year service as a Crisis Support Team Member? Yes No			
What is your availability? Day Worker _____ Shift Worker _____			
Personal references (DO NOT INCLUDE RELATIVES)			
Name		Association	
Address	State	Zip	
Home Phone #		Work Phone #	
Name		Association	
Address	State	Zip	
Home Phone #		Work Phone #	
In case of emergency, whom should we Contact? (Name Relation)			
Address	State	Zip	
Home Phone #		Work Phone #	
Date of Interview		Interviewer	
If accepted, I agree to the training principles taught. I understand that any information gathered from my involvement in the Crisis Support Team must be kept confidential.			
Signature _____		Date _____	
Accepted: Denied: Reasons:			

“THIS PUBLICATION REQUIRES THE COLLECTION AND/OR MAINTANENCE OF INFORMATION PROTECTED BY THE PRIVACY ACT OF 1974. THE AUTHORITIES TO COLLECT AND/OR MAINTAIN THE RECORDS PRESCRIBED ARE TITLE 10, UNITED STATES CODE, SECTION 8013 AND/OR EXECUTIVE ORDER.”

FOR OFFICIAL USE ONLY

Attachment 5

SAMPLE CRISIS SUPPORT TEAM CHAPLAIN INTERVIEW

Figure A5.1. Sample Crisis Support Team Chaplain Interview.

Name _____
Phone Number(s): _____

What is your religious background?

How will you relate to persons of another faith?

Tell me about yourself...

Tell me about your life experiences...

As a Crisis Support Team member, what do you hope to gain from this experience?

Do you have the approval of your supervisor to serve on the CST? YES NO

How would you feel about being called out in the middle of the night, then having to work the next day?

Will you be able to help in situations such as domestic violence, suicide, alcohol, death, accidents or any of many other possibilities? YES NO

How did you find out about the CST? _____

Do you have any questions? _____

RECOMMENDED/NOT RECOMMENDED

NOTES:

“THIS PUBLICATION REQUIRES THE COLLECTION AND/OR MAINTANENCE OF INFORMATION PROTECTED BY THE PRIVACY ACT OF 1974. THE AUTHORITIES TO COLLECT AND/OR MAINTAIN THE RECORDS PRESCRIBED ARE TITLE 10, UNITED STATES CODE, SECTION 8013 AND/OR EXECUTIVE ORDER.”

FOR OFFICIAL USE ONLY

Attachment 6

SAMPLE AFTER ACTION REPORT FORMAT

Figure A6.1. Sample After Action Report Format.

<p>1. Date: DD MMM YYYY</p> <p>2. Name of CST member: Last, First, Middle Initial</p> <p>3. Reason for CST being called</p> <p>4. Duration of Call</p> <p>5. Location of Call</p> <p>6. Report/Issues of Call: What happened during the time you were on the call? Issues of which the Chaplain should be aware</p> <p>7. Lessons learned/suggestions for improvement.</p> <p>“Sensitive Info – Do Not Release Without Approval”</p> <p>FOR OFFICIAL USE ONLY</p>

Attachment 7

CRISIS SUPPORT TEAM CONFIDENTIALITY POLICY

A7.1. CST members do not have any legal right of privilege, i.e. confidentiality. CST members therefore may not invoke confidentiality as a basis for withholding information to Commanders, OSI, civil or military law enforcement personnel or the courts.

A7.2. On the other hand, it is essential to the effectiveness of the CST that those with whom the team works can expect that their interaction with team members be kept private.

A7.3. As a means of providing a balance between these two legitimate concerns, the following policy is to be followed by the CST.

A7.3.1. CST members are expected to keep all information from a call-out private and whenever possible are not to share that information to anyone other than fellow CST members involved in the call-out and the chaplain staff.

A7.3.2. All requests for information concerning a call-out should be directed whenever possible to the chaplain staff. Decisions to reveal information will be made by the chaplains.

A7.3.3. In general, the following criteria will apply to decisions on releasing information:

A7.3.3.1. General information concerning a call-out will normally be released as needed on a "For Official Use Only" basis to Commanders, First Sergeants and other key personnel involved in the situation, e.g. mortuary affairs.

A7.3.3.2. Limited general information concerning a call-out may also be released to the rest of the CST for training purposes.

A7.3.3.3. No information will be given to the media. The media should be referred to the base Public Affairs office and local authorities.

A7.3.3.4. All requests for information by civilian legal authorities, e.g. judges, courts and attorneys, will be complied with fully.

A7.3.3.5. Information released for the base population will consist of whatever is public knowledge and whatever is deemed appropriate by the Commander in consultation with the chaplain.

A7.3.4. If a person involved in a crisis seems about to reveal information that may cause them legal trouble, if possible, warn the person that you do not have the right of privilege and suggest to them that you get a chaplain with whom they may talk.

A7.3.5. The Chaplain staff is also expected to work with the Commanders, First Sergeants and other key personnel, requesting that they respect the privacy rights of those concerned and not request additional information from CST members beyond what the chaplain staff discloses.

Attachment 8**SCHRIEVER AIR FORCE BASE CRISIS SUPPORT TEAM, TEAM LEADER
COMMITMENT****Figure A8.1. Team Leader Commitment.**

I accept the responsibility of being a team leader for the Schriever AFB Crisis Support Team (CST). In this position, I commit myself to fulfill the duties and responsibilities that come with being a team leader.

I acknowledge that these responsibilities include, but are not limited to, the following:

1. Training
 - a. Participate actively in all training possible
 - b. Receive proper training in team leader roles & responsibilities
2. Team management
 - a. Communicate and stay in contact with my team members
 - b. Build an effective and responsive team
 - c. Know the limitations of my team members
3. On-call Duties
 - a. Ensure my team is ready for its on-call week
 - b. Ensure the availability and proper functioning of all equipment
 - b. Distribute equipment to team members as necessary
4. Call-out responsibilities
 - a. Act as the team leader in making decisions while on scene
 - b. Ensure the safety of the entire team
 - c. Maintain close communication with the chaplain staff
5. Deactivation responsibilities
 - a. Ensure all after action reports are completed
 - b. Ensure team attends a debriefing with the chaplain
 - c. Ensure team members receive additional follow-up care if necessary
 - d. Brief the call-out at the next CST training session

Signed,

_____ Team Leader

Date:

Attachment 9

CST VOLUNTEER RECRUITMENT

Table A9.1. CST Volunteer Recruitment.

CST Volunteer Recruitment		
OPR	Action	Completed by
Volunteer	Contacts CST	Day 1
Marketing Committee	Meets volunteer and conducts team orientation. Provides application to volunteer Contacts Team Director for review and interview	Day 7
Director	Reviews application Performs volunteer interview or Schedules Chaplain for interview Notifies Scheduling Committee and Training Committee after interview completion	Day 14
Scheduling Committee	Assigns new member to team Notifies assigned Team Leader of new member	Day 21
Training Committee	Contacts new member Completes initial formal training	Day 28
Team Leader	Contacts new member Orients new member to their team Provides initial required reading books Ensures books are read by Day 60	Day 28
Marketing Committee	Completes follow-up on new member to ensure flow-chart has been completed Provides feedback to Director on process success or failure.	Day 30
**All in-processing segment completions will be annotated in the CST New Membership Tracking Roster.		